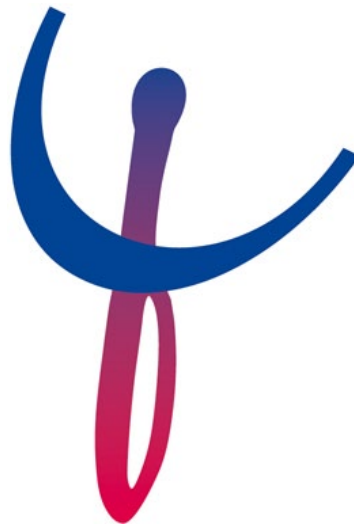




**Discover yourself and your team and
build great relationships
at the workplace to
become fit for the future!**



**Meet Ute Franzen-Waschke
and her team of
freelance
C-IQ Certified Coaches**



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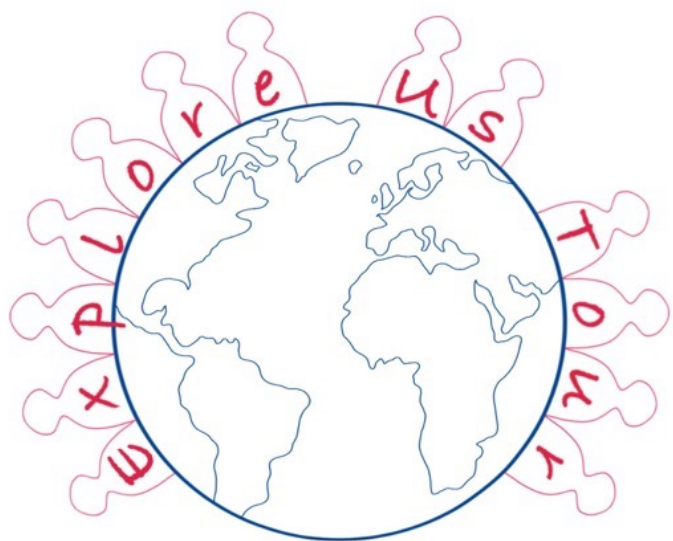


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Conversational Intelligence® (C-IQ) gives us insights into how our brain responds during conversations and how conversations activate our trust and distrust networks in our brain.

Conversations either open us up or close us down. Learning about C-IQ gives us new conversational skills and also gives us insights into the neurotransmitters (Cortisol and Oxytocin) which are activating how we respond, interact and influence others.



Designed by Natalie Waschke



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Professional Affiliations & Associate Work

- ▶ Barefoot Coaching UK
- ▶ DDBR Consulting, Braunschweig, Germany
- ▶ Peer Group Facilitator for Coaches on the Conversational Intelligence ® Certification Program

Speaker and Facilitator

- ▶ WBECS Implementation Mastery Session and Round Table Facilitator
- ▶ Personal Zukunft Köln 2016
- ▶ BESIG Munich and Malta (2016 and 2017)
- ▶ Berlin Change Days 2017

Organisations

C-IQ ® for Coaches
 IATEFL
 BESIG
 ICF - ACC Coach

Professional Summary

- Build competence (language and culture) in companies working in a global environment
- Communication processes in multi-national companies
- Coaching of junior and senior managers (m/f)
- Coaching of women in leadership development programs and leadership positions

Professional Development

- Master of Arts in Coaching and International Business Communication (WBIS), University of Chester
- Conversational Intelligence ® for Coaches - C-IQ Certified Coach 2016 inaugural group
- Postgraduate Certificate, University of Chester - Business and Personal Coaching
- Team Coaching Certificate, Barefoot Coaching
- Train-the-Trainer CLTC, Institut für Internationale Kommunikation, Uni Düsseldorf
- Licensed TIP Consultant, Worldwork
- Licensed Practitioner Insights Discovery ® and Full Circle
- Coaching with ROI inaugural group

Core Competencies

- Develops and delivers communication skills training programs and workshops in English, tailored to company- and/or employee-specific needs, mainly at automotive suppliers in technical areas, such as:

- Production (Lean, Kanban, Kaizen)
- Sample construction and prototyping
- Hardware development

as well as in administrative areas, such as:

- Organizational development and change management
- HR
- Logistics
- Marketing

- One-to-One Coaching in German and English
- Consulting and Co-Facilitation of Management Dialogues in international settings
- Co-Facilitation of Strategy Workshops and Team Development events at executive level in international settings
- Support of the Managing Director (f) of a company with the internationalization of a process consultant program for the aviation industry
- Lunch talk about „Well-being and Resilience“ during the ‘Corporate Responsibility Week 2014’ at AXA in Frankfurt, for Barefoot Coaching, UK
- „Welcome to Germany“ Workshops with plusform & culture GmbH, Hannover, for international in-company groups and Business School students



The Team of freelance C-IQ Certified Coaches



Charlotte Weston-Horsmann



"The real voyage of discovery lies not in seeking new landscapes but in having new eyes".
Marcel Proust

Helping business professionals and leaders to communicate vision and strategy with clarity, intent and impact.

Coach, Facilitator, Trainer

- One -on-one and team coaching
- Leadership Development & Communication:
Tying vision to strategy – Inspire trust, communicate purpose
- Organizational Change: Feeling the winds and setting the sails – navigating change processes
- Intercultural Communication: Modify behavior and communication style in different contexts to accommodate varying cultural norms
- Conversational Agility: Set the stage! Reframe – Refocus - Redirect

Charlotte Weston-Horsmann

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The Team of freelance C-IQ Certified Coaches



Tanja Murphy-Ilibasic
Business Communications &
Corporate Coach

PROFESSIONAL SUMMARY

British/German ESP/ESL business communications and corporate coach passionate about people, organisational change management and innovation. Strengths include relationship building, professional development, conflict resolution, facilitation, enhancing global and language competencies.



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What is Conversational Intelligence®?

A 2017 Press Release

Ute Franzen-Waschke, MA in Coaching and International Business Communication

Awarded Conversational Intelligence (C-IQ) Certification

A program that primes the brain for trust, partnership and mutual success

Holle, January 2017, Ute Franzen-Waschke, founder of Business English & Culture, has earned the prestigious designation of Conversational Intelligence (C-IQ) Certified Coach. Ute is one of 240 coaches world-wide who has earned the qualification and title "C-IQ Certified Coach" in the inaugural program.

Conversational Intelligence (C-IQ) uses a transformational approach that combines **neuroscience and coaching**. The C-IQ methodology and comprehensive tools align team and individual aspirations to the most advanced part of their brain. This science-based methodology produces a very fast track to extraordinary results.

Judith E. Glaser, the CEO of Benchmark Communications, Inc. and Chairman of the CreatingWe Institute personally mentored the graduates and is the author of the bestselling book, ***Conversational Intelligence: How Great Leaders Build Trust and Get Extraordinary Results***. Glaser insists, *"To get to the next level of greatness depends on the quality of culture, which depends on the quality of relationships, which depends on the quality of conversations. Everything happens through conversations."* Glaser created the C-IQ framework and has been a forerunner of transforming corporate cultures from fear-based and "powering over" employees, to cultures of collaboration, trust, and tremendous rewards, both monetarily and within the quality of relationships.

Ute is a business and executive coach who helps clients to improve performance by developing masterful communication skills and by embracing the qualities of a courageous and caring leader. C-IQ is not limited to top executives in corporations. When C-IQ is put into action outside of work, personal lives have transformed. C-IQ is empowering "everyday folks" to enhance the quality of all their relationships.



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C-IQ is teaching individuals and businesses alike, how to interact with the utmost respect, and connect deeply through conversation. These high level conversations significantly reduce fear and judgment, producing a foundation of mutual trust and safety. This approach propels companies and relationships into a space of co-creative discovery. And it is in this space that ROI soars both in business and in life.

At a time where our world is in such turmoil, extraordinary measures are needed. Judith E. Glaser and her dedicated team of C-IQ coaches are spearheading a transformational movement by building trust with one individual at a time and one business at a time.

Ute is a champion for the C-IQ methodology. She is expanding her offerings to include an array of C-IQ customized corporate programs. Ute adamantly believes that all coaching is personal. The motto, "Change your conversations, change your life", is foundational to the work being done in C-IQ. I am really looking forward to putting C-IQ it into action and I wholeheartedly believe that it has the potential to create the most positive ripple effect in business and society." says Ute.

What people said who attended Ute's workshops:

"Warm thanks to your eye-opening session."

"A great model that lets us think about trust in a very specific, tangible and yet holistic way. Pleasant delivery, good metaphors and interesting discussions."

"Thank you for sharing your knowledge on this interesting topic."





“You’re not Listening to Me!”

This 60-minute interactive presentation or ½-day workshop - depending on how deep you would like to dive - focuses on how you can transform your conversations simply by the way you listen and connect with others.

At the end of the program you will:

- Understand the impact of listening on how people engage and interact
- Distinguish the 4 levels of listening - Shifting from ‘noise in the attic’ and ‘face value’ listening ... to partnerships for transformational change
- Discern how our neurochemistry distorts how we listen
- Know the 5 listening blindspots that prevent healthy relationships and impede optimal results when teams work together
- Be able to apply the number one key to listening that lays the foundation for healthy conversations.

You and your team will understand ways to build trust and deepen connections by being introduced to the latest developments in the neuroscience of listening.

Curious?

Book your **Orientation Call** here <https://app.acuityscheduling.com/schedule.php?owner=14012230&appointmentType=3716544>

I look forward to listening to you and your team!



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***“Conversational Intelligence®
Introduction Workshop”***

Conversational Intelligence®
Communication tools not only for managers and leaders

Conversational Intelligence® can help you to improve the quality of your conversations and with that elevate trust levels leading to more innovation and better relationships in your company.

How? By using the latest findings in neuroscience which will empower you to create a healthy and productive work environment both for you as the owner of the company and your staff!

Curious?

Book your **Orientation Call** here <https://app.acuityscheduling.com/schedule.php?owner=14012230&appointmentType=3716544>

Talk to you soon!



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Leadership Development Program ***Activate your Brain Skills to Enhance your Soft Skills***

Have you ever asked yourself the following:

- Why is it that at times team members fail to deliver on what was agreed on?
- What was not clear when I gave the instructions?
- Why is nobody telling me what is *really* on their minds and what problems they are *really* facing?
- Why do we always find out so late?
- Why is it that team members are rather looking at problems than solutions?
- Why are they not willing to take any risks and why is trying out something new so difficult?

The answers to these questions are not simple. Yet there are findings in research that could help you to overcome some of these obstacles and hence increase effectiveness and employee engagement in your teams and organizations. So take a look at what **this high-impact Leadership Development Program offers you:**

- ☑ Learn and Practice the Core Principles of C-IQ®
 - ☑ What are the Conversational Essentials and how to use them when communicating in your organization.
 - ☑ What is Conversational Intelligence® and why does it matter?
 - ☑ How and why conversations miss the mark.
 - ☑ The power of listening - Interaction dynamics
 - ☑ Neurochemistry of conversations (Oxytocin vs Cortisol)
- ☑ How to establish an environment of trust so that people resist less, and experiment and co-create more?
- ☑ How to move your conversations from 'tell, sell, yell' to 'share and discover'?

Book your **Orientation Call** here <https://app.acuityscheduling.com/schedule.php?owner=14012230&appointmentType=3716544>

Talk to you soon!



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Preference Profiles and Catalyst Tools used to enhance the coaching experience:

- ▶ **Insights Discovery® Preference Profile**
- ▶ **Discovery® Full Circle**

For more information on the above tools, click here:

<http://www.discover-your-choices.de/fileadmin/www.discover-your-choices.de/Redakteure/Dokumente/Insights/1engteams.pdf>

CreatingWE Institute® Catalyst Tools

- ▶ **Catalyst Tool**
- ▶ **TRUST Catalyst Tool**
- ▶ **DNA Index Catalyst Tool**

For more information on the above tools, click here:

<http://www.discover-your-choices.de/fileadmin/www.discover-your-choices.de/Redakteure/Dokumente/C-IQ/C-IQCatalystToolsOverview.pdf>

or join our raffle during the WoMenPower 2018 Congress and win one of the CreatingWE Institute® Catalyst Tools!



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Join us for the Big raffle during the WoMenPower Congress 2018

11:00 am	You can win access to 1 Catalyst Tool
12:00 pm	You can win access to 1 TRUST Catalyst Tool for 5 Team Members
1:00 pm	You can win access to 1 Catalyst Tool
2:00 pm	You can win access to 1 Catalyst Tool
3:00 pm	You can win access to 1 DNA Index Catalyst Tool for 5 Team Members

You can find more information about the tools here:

<http://www.discover-your-choices.de/fileadmin/www.discover-your-choices.de/Redakteure/Dokumente/C-IQ/C-IQCatalystToolsOverview.pdf>

Good luck!

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